

Jillian Sneed

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Authorized to work in the U.S.

Professional Summary

Friendly and dependable customer service professional with experience in retail, sales, and client support. Skilled in resolving customer inquiries, handling transactions, and building rapport. Strong communication, organizational, and problem-solving abilities.

Experience

Caregiver – Applied Healthcare, Chicago, IL | Dec 2023 – Oct 2025

- Delivered personalized care and transportation while maintaining professional client relationships
- Managed schedules and prioritized tasks to ensure client satisfaction

Cashier / Customer Service – Jewel Osco, Oak Park, IL | Apr 2024 – Jul 2024

- Assisted customers with purchases, returns, and inquiries
- Handled cash, card, and digital payments accurately
- Provided friendly, efficient service in a fast-paced environment

Cleaning Associate – Wendy's, Cicero, IL | Mar 2024 – Jun 2024

- Maintained cleanliness of dining area, restrooms, and condiment stations

Packaging Associate – Printed Mint, Phoenix, AZ | Nov 2023 – Jan 2024

- Assembled and scanned orders, inspected outbound packages, and supported shipping operations

Warehouse Worker – Allegiance Staffing, Phoenix, AZ | Sep 2023 – Nov 2023

- Sorted and decommissioned inventory, prepared shipments, and maintained organized stock

Package Handler – FedEx, O'Hare Airport, Chicago, IL | Jun 2024 – Dec 2024

- Scanned, loaded, and prepared packages for shipment
- Assisted clients with inquiries regarding order status and delivery

Lead Generator / Sales – Hovey Energy, Chicago, IL | Oct 2016 – Aug 2023

- Engaged clients via phone and email, providing solutions and information
- Built lasting client relationships and exceeded sales goals consistently
- Trained new staff in customer communication and sales techniques

Skills

Customer Service | Phone Etiquette | Client Support | Conflict Resolution | CRM & Salesforce | Order Processing | Microsoft Office | Communication | Sales & Upselling

Education & Certification

MaCormac College, Chicago, IL (2006)

Driver's License